

# State Library of North Carolina

## UPDATE

<http://statelibrary.dcr.state.nc.us>

December 2001

### First Lady Launches Start Squad

First Lady Mary Easley unveiled the state's new Web portal for kid's resources, StartSquad.org, at a news conference held November 1 at the Cameron Village Regional Library in Raleigh. The portal features over 200 sites and comes complete with a "Start Squad," a cast of Web characters to guide kids through the portal. As campaign spokesperson, the First Lady will make appearances at libraries throughout the year, starting with the Northeast Regional Library in New Hanover County and the Southport Library in Brunswick County.

StartSquad.org is the next step in the campaign to raise awareness that libraries are *the very best place to start* to connect children and teens with learning and discovery.

### Site Receives National Recognition

StartSquad.org was chosen by **bigchalk.com** to be featured in their HomeworkCentral directory of exceptional educational sites on the Web. Out of more than 110,000 sites reviewed, it was found to be in the top 2% based on "rich content and its academic relevance." The kids' portal was listed as one of **USA Today's** "Hot Sites" in the publication's daily web guide.

Statewide and across the nation, the portal has been highlighted in 11 television newscasts, 7 newspaper articles, and 7 websites. And Rockingham County Schools reported 20,000 hits on the site in one day!

StartSquad.org is a great opportunity to create excitement about your library among kids. Free promotional materials for the site, like the Lee the Librarian sticker shown here, may be ordered through the online form available at <<http://statelibrary.dcr.state.nc.us/forms/vbpts/orderform.htm>>.



This project is supported with federal Library Services and Technology Act funds. For more information on *the very best place to start*, contact Timothy Owens <[towens@library.dcr.state.nc.us](mailto:towens@library.dcr.state.nc.us)>.

### Virtual Reference

The Virtual Reference Working Group (VRWG) has begun its work exploring strategies for virtual reference services in North Carolina. In current practice, "virtual reference" may include use of email to answer reference questions or live chat sessions between librarians and users (perhaps enhanced with real time video and audio). Hours of service could be as much as 24 hours a day, 7 days a week, depending on availability of staff.

The first step in the VRWG's exploration will be a *Virtual Reference Conference* on December 12 from 12:00 p.m. to 3:00 p.m. This Information Highway videoconference will be broadcast to the following locations: Asheville-Buncombe Tech, Fayetteville Tech, East Carolina University, Forsyth Tech, Public Library of Charlotte & Mecklenburg County, and UNC-Chapel Hill. Virtual Reference Work Group members will facilitate in each location, and a live demonstration will originate from the UNC-Chapel Hill site. At this conference, there will be a demonstration of "live chat" virtual reference exchanges. The working group will be seeking feedback from conference participants about this type of service. By next spring, VRWG will make recommendations for developing virtual reference services in the state.

Members of the Virtual Reference Working Group include:

Dr. Russell Bailey, UNC-Charlotte; Robert Burgin, North Carolina Central University; Carol Cramer, Wake Forest University; David Durant, East Carolina University; Dave Ferguson, Forsyth County Public Library; Laura Gorham, Alamance Community College; Michele Hayslett, State Library of North Carolina; Susan Herzog, Public Library of Charlotte and Mecklenburg County; Vicki Montle, North Carolina School of the Arts; Jeri Oltman, Pettigrew Regional Library; Mark Pumphrey, Polk County Public Library; Lisa C. Roberts, UNC-Greensboro; Carol Tobin, UNC-Chapel Hill; Linda Stone, Central Carolina Community College; Jeanne Crisp is State Library staff liaison to the VRWG.

This project is supported by an LSTA Statewide Leadership Grant. For more information, contact Jeanne Crisp <[jcrisp@library.dcr.state.nc.us](mailto:jcrisp@library.dcr.state.nc.us)>.

## Hispanic Services Grants, 2001-2002



Fourteen EZ-LSTA Hispanic Services Project Grant applications were approved for funding during the last grant cycle, totaling \$362,224.

### *Appalachian Regional Library (\$20,797)*

Spanish-language and bilingual holdings; a deposit collection at a community partner's location in each county in region; promotion of new services to Hispanics.

### *Braswell Memorial Library (\$14,338)*

Establishment of off-site Spanish-Language collections in a medical center, Catholic church, and county Health Department; Spanish-

language brochure to promote services of off-site collections and library; provision of diversity training for staff.

### *Burke County Public Library (\$43,817)*

ESL programs and Spanish-language literacy efforts at local community college and literacy council (classes and materials); Spanish-language signage for library; basic and intermediate Spanish courses for some staff; Hispanic cultural awareness training for all staff; Spanish language materials; Hispanic cultural fair and work with local organizations to conduct or support family programming activities.

### *Cumberland County Public Library (\$36,840)*

Spanish and Spanish/English materials, adult and juvenile, in five top interest areas to be circulated by bookmobile; special icons for the library's public-use computers linking to Spanish-language sites; cultural awareness training for library staff; cultural programs and Spanish-language Internet basics program; promotion of services to Hispanics.

### *Durham County Library (\$28,560)*

"Project Bienvenido," promotion of services to Hispanics; Spanish-language signage, brochures, and portion of automated answering system; basic Spanish class for one staff person from each library location.

### *Greensboro Public Library (\$39,850)*

English to Speakers of Other Languages (ESOL) programs and materials; Spanish-language materials and outreach; community partnerships to provide information about local services to Hispanics; promotion of public transportation to reach library; diversity workshops for library staff, administration, Board, and Friends.

### *Hickory Public Library (\$35,190)*

Translation of information about library into Spanish; promotion of library to Hispanics; host a cultural event; Spanish-language educational materials.

### *Iredell County Public Library (\$10,000)*

Spanish-language and bilingual materials (including A/V materials and CD-ROMs); Spanish-language signage, bookmarks, and other materials; outreach activities with Spanish-speaking users.

### *Randolph County Public Library (\$13,261)*

Spanish-language web site; Spanish-language materials; open house to debut the web site and collection; hosting an ESL teachers' workshop; hand-held translators.

### *Wake County Public Libraries (\$24,455)*

Bilingual programs; staff training in bilingual programming and computer training; Spanish-language signage and promotional materials; Spanish-language materials.

### *Asheville-Buncombe Library System (\$35,116)*

*Haywood County Public Library (\$20,000), Madison County Public Library (\$20,000), Transylvania County Library (\$20,000)*

A collaborative grant between four library systems. Partnership calls for Asheville-Buncombe's bookmobile to establish and maintain a regular schedule of visits throughout the four counties at locations and times determined to be most useful to Hispanic customers. Bookmobile staff will distribute community information and collaborate with other agencies and organizations serving Hispanics to make non-library services available on the bookmobile. Grants to Haywood, Madison, and Transylvania county libraries provide Spanish-language materials and promotional items.

For more information about these grants or the Hispanic Services project, contact Jeanne Crisp <jcrisp@library.dcr.state.nc.us>.

## Public Librarian Certification

The North Carolina Administrative Code stipulates that the Chairpersons of the Public Library Section and the Trustee Section of the North Carolina Library Association (NCLA) serve on the North Carolina Public Librarian Certification Commission. The newest member of the Certification Commission is Patrick Valentine, the Director of the Wilson County Public Library and the new chairman of the Public Library Section of NCLA. Theron Bell, a trustee from the Sandhill Regional Library, will serve another term on the Certification Commission. She is the current chair of the Trustee Section of NCLA. Both Patrick Valentine and Theron Bell's terms expire in the fall of 2003.



*First Lady of North Carolina Mary Easley announces the launch of StartSquad.org at Cameron Village Regional Library in Raleigh.*

# START SQUAD

*The very best place to start...on the web.*



*Elizabeth Smart, Elizabeth Jones, Nathan Vargo, and Francesca Matthews were excited about using StartSquad.org for school projects.*



*The First Lady joins Rabab Chahrour, Mary Carr Allen and Ryan Attayek (left to right) as they search StartSquad.org.*



*The First Lady reviews the portal with (from left) Ryan Attayek and Jay Federick.*



**Front row:** Elizabeth Jones, 3rd grade; Nathan Vargo, 2nd grade; Elizabeth Smart, 1st grade; Ryan Attayek, 5th grade; Jay Federick, 5th grade.  
**Middle row:** Mary Carr Allen, 4th grade; Wiley International principal Cecilia Rawlins; Rabab Chahrour, 5th grade; Ana Hermengildo, 3rd grade; First Lady Mary Easley; Francesca Matthews, 2nd grade.  
**Back row:** State Librarian Sandra Cooper, Wiley Elementary Partnership coordinator Vicki Lee, Wiley International media specialist Tracy Casorso.

## Library Services & Technology Act (LSTA)

### *Evaluation Report and Development of New Plan*

The LSTA Evaluation Report of North Carolina's first multi-year plan was submitted to the Institute of Museum and Library Services (IMLS) this fall. The full report and an executive summary will be posted to the State Library's LSTA web page soon.

The LSTA Advisory Committee continues to work with State Library staff to develop the next multi-year plan. New and modified goals and objectives will be developed based on the results of the evaluation and additional needs assessments. The new 5-year plan is due to IMLS in July 2002.

### *2002-2003 Grant Cycle Changes*

While modification of the plan continues, LSTA grant programs for 2002-2003 will still be based on the initial North Carolina plan, with some adjustments to accommodate findings of the evaluation. An example of an immediate change is modification of the period to expend grant funds for local library grantees. The 2002-2003 grant programs will allow nearly a full 12-month period to expend project funds. Libraries will implement projects and expend funds from July 2002 (once grant agreements are signed) through June 30, 2003.

Along with the extended expenditure period, grantees will be required to submit more regular requests for reimbursement—quarterly at minimum. This will ensure a more even flow of grant payments from the state and will help accommodate cash flow concerns, which may be especially sensitive in the current fiscal environment.

### *Four 2002-2003 Grant Programs Announced*

Four Local Projects Grant Programs for 2002-2003 were announced November 20, 2001. The "Local Project Grants" are a distinct grant category in North Carolina's LSTA policies. This category includes a two-step process in which eligible and interested libraries first submit a short two-page Letter of Intent (LOI). The LSTA Advisory Committee reviews the Letters of Intent, and then authorizes libraries whose project concepts qualify to submit a full application. This process is aimed at saving libraries the time and energy to prepare a full application if their proposed project clearly doesn't fit the grant program purposes.

Letters of Intent are due December 20, 2001. Only libraries submitting a Letter of Intent who are then authorized for a full application will be eligible to apply in these program categories. The information & guidelines for each of the above programs and the Letter of Intent application form may be found at <<http://statelibrary.dcr.state.nc.us/lsta/lsta.htm>>.

The four grant programs just announced requiring LOI's include:

- Hispanic Services Project Grants
- Internet Infrastructure Improvement Grants
- NC ECHO Digitization Grants
- Powerful Partners Collaboration Grants

Application information for the full range of 2002-2003 LSTA grant programs will be available in mid-January 2002.

For additional information, contact Penny Hornsby <[phornsby@library.dcr.state.nc.us](mailto:phornsby@library.dcr.state.nc.us)>.

## **ALA Encourages Libraries to Apply for E-rate**

Many libraries are deciding not to apply for the E-rate in Year 5 because of the intrusive requirements of the Children's Internet Protection Act (CIPA). The following are points of information that, taken together, illustrate why this may be a premature decision for these libraries:

- The application window for E-rate form 471 is November 5, 2001 to January 17, 2002. The trial date for ALA's case against CIPA before the United States District Court is February 14, 2001. The Courts will likely reach a decision on the lawfulness of CIPA requirements BEFORE libraries are required to install filtering technology.
- If libraries do not begin the application process (i.e. file forms 470 and 471 within the application window) they will NOT be allowed to receive E-rate discounts this year, even if the Courts determine that CIPA is unconstitutional. ALA believes its case against CIPA is extremely strong and that libraries who are not beginning the application process will suffer unnecessarily.
- CIPA is a requirement for E-rate recipients, not E-rate applicants. The forms 470 and 471 do not include CIPA certification components, they are simply an indication to the Schools and Libraries Division and to vendors that a library would like to participate in the program. CIPA certification is not required until completion of form 486, when a library or school indicates that it will accept funds. Even before CIPA, libraries and schools often received Funding Commitment Decision Letters (FCDL) and then decided, for a variety of reasons, not to participate in the program and not to file a form 486.

The strongest statement against CIPA is one that clearly demonstrates what the library user community loses because of these overburdensome requirements. This goal is best met by being able to show through a FCDL exactly how much money a library is forfeiting because of CIPA.

***Now more than ever, libraries should apply for the E-rate.***



## CIPA Assistance for Public Libraries

Tom Crisp has been hired by the State Library to assist public libraries with Children's Internet Protection Act (CIPA) compliance issues. He will conduct several workshops across the state—details coming soon!

Tom has worked with libraries for over ten years. He previously worked for OCLC and the former Western Library Network in Washington State. Many of you have already met his wife, Jeanne Crisp, who is the State Library's Chief of Library Development.

Tom Crisp may be contacted by e-mail: <crisp2@att.net> or phone: 919/414-5404.

## Powerful Partners

The Powerful Partnerships Grant Program is designed to help libraries build community partnerships that address the needs of children and teens. During the last grant cycle, six Powerful Partner Grants were awarded, totaling \$216,918.

*Cumberland County Public Library and Information Center (\$26,345)*

Partners: Brentwood Elementary, Pauline Jones Elementary, Sunnyside Elementary, National Honor Society at 71st High School and Terry Sanford High School, Beta Club at Cape Fear High School, and the Cross Creek Reading Council.

*Public Library of Charlotte and Mecklenburg County (\$14,386)*

Partners: Children's Theatre of Charlotte, YWCA of Central Carolinas.

*Northwestern Regional Library (\$46,000)*

Partners: Forsyth Technical Community College, Alleghany Partnership for Children, Surry Community College, Alleghany Chamber of Commerce, Wilkes Community College, Alleghany Sheriff's Department, Alleghany Cooperative Extension, Alleghany Department of Social Services, Alleghany County Schools, Surry County Cooperative Extension, Mount Airy Chamber of Commerce, Elkin Town Hall, Workforce Carolina, Yadkin County 4-H, Yadkin Friends for Youth, Work Force Development, Yadkin County Schools, Stokes County Cooperative Extension, Stokes County Schools, Stokes Friends of Youth, YMCA of Greater Winston-Salem.

*Rockingham County Schools (\$50,000)*

Partners: Rockingham County Public Library, Betsy Jeff Penn 4H Education Center, Rockingham County Historical Society, Rockingham Community College, Wentworth Junior Historian Club of Rockingham County Middle School, and History Club of New Vision Elementary.



*Wake County Public Libraries (\$49,678)*

Partners: East Wake Middle School, Boys and Girls Clubs of Wake County.

*Wiley International Magnet School (\$30,509)*

Partners: Wake Technical Community College, Pullen Memorial Baptist Church.

For additional information, contact Penny Hornsby <phornsby@library.dcr.state.nc.us>.

## E-Rate, Year 5

### *Year 5 (2002-2003) Application Window Open*

The FCC 471 application filing window for Funding Year 5 (July 1, 2002 - June 30, 2003) will close on Thursday, January 17, 2002 at 11:59 P.M. EST. All Form 471 applications, including certifications, postmarked on or before the last day of the window are considered as if they had arrived on the same day, and have priority over those postmarked after the closing date of the window.

Applicants are reminded that they must complete the FCC Form 470 28-day posting period before executing any contracts for contracted services, before selecting their service provider for tariffed or month-to-month services, and before signing and submitting Form 471.

### *Online Application Enhancements*

The Schools and Libraries Division (SLD) has improved the online filing system for Funding Year 5 and encourages applicants to file online.

Applicants may now electronically certify Form 470 by using a User ID and PIN. Applicants may also electronically certify Form 471 by using a User ID and PIN.

While the Form 471, Item 21 Attachment(s) is required in order for the SLD to process your application, it is not required to be postmarked inside the application filing window. By completing the entire filing process online, you will help speed the processing applications and funding commitments. Visit the PIN Request area of the SLD web site <www.sl.universalservice.org> to obtain your User ID and PIN to simplify filing of your forms.

As another improvement, applicants can now copy Block 4 Worksheets from application to application within the Funding Year, as well as copy Block 4 Worksheets from Funding Year 4 to Funding Year 5.

When you take advantage of these program improvements, you will be assured that if you have properly completed these forms online inside the application filing window, you will have met application filing deadlines.

For more information, contact Timothy Owens <towens@library.dcr.state.nc.us>.



## ***North Carolina Center for the Book***

***<<http://statelibrary.dcr.state.nc.us/ld/nccftb/cftb.htm>>***



### **Democracy in Action:**

#### **Public libraries to host programs on the role of terrorism in world affairs**

In the aftermath of September 11th, concern about the role of terrorism in world affairs led to public forums all across North Carolina. Now a second series of public discussions on this general topic is taking place in local public libraries statewide. The leaders of these local discussions will be faculty members from public and private colleges and universities across the state. Participants in these public conversations can extend their store of information and arrive at new insights about the U.S. role in our troubled world.

As the citizens of our state come to grips with our current challenges as a nation, a new definition of citizenship is evolving. Developed through individual learning as well as in conversation with one another, citizenship is a struggle to create accounts of our world that provide grounds for strong action while maintaining our norms of trust and community. The job of being a good citizens is demanding, and, as sites for these important conversations, public libraries have much to offer—an open forum for the discussion of ideas, a wealth of information in myriad forms, a user-friendly atmosphere, and helpful staff—all of it for free. Joining with public libraries to sponsor these programs are the North Carolina Center for the Book, the Humanities Extension/Publications Program at North Carolina State University, the North Carolina Center for the Study of South Asia, the Triangle South Asia Consortium, and the Triangle Institute for Security Studies.

The programs are free and open to the public, and approximately 22 libraries will take part. Information will be posted to the North Carolina Center for the Book website as soon as the schedule is complete.

#### **Presidents, Politics, and Power: American Presidents Who Shaped The 20th Century**

This six-week series of award-winning film documentaries, essays, and scholar-led discussions studies the legacies of the six men who defined a strong modern presidency: Theodore Roosevelt, F.D.R., Harry Truman, Lyndon Johnson, Richard Nixon, and Ronald Reagan--men who redefined the presidency and shaped their time. Starting in late January at the Cameron Village Regional Library in Raleigh (one of 20 national pilot sites for this project), the series will be available to public libraries statewide in late spring, 2002.

The first program, *Theodore Roosevelt: The Bully Pulpit*, will be Wednesday, January 30 at 1:30 p.m., and the series will run for the next five Wednesdays. Dr. David Zonderman, Associate Professor and Director of the Graduate History Program at NC State University, will lead the discussions.

For information on other North Carolina Center for the Book programs and projects, visit<<http://statelibrary.dcr.state.nc.us/ld/nccftb/cftb.htm> > or contact Frannie Ashburn <[fashburn@library.dcr.state.nc.us](mailto:fashburn@library.dcr.state.nc.us)>.

#### **Information Services Branch**

Effective Monday, December 3, the Information Center located on the first floor of the State Library will change the hours it is open to walk-in customers. The new hours will be 10:00 a.m. to 5:00 p.m. Monday through Friday. Reference staff will use the morning hours to work on exciting new projects targeted at making some of the State Library's unique collections accessible via the Internet.

Librarians will continue to answer telephone and e-mail requests beginning at 8:00 a.m. State employees engaged in time-sensitive, work-related research can make special arrangements to come into the library prior to 10:00.

Genealogical Services will continue to be open for genealogical research from 8:00 a.m. to 5:30 p.m. Monday through Friday and from 9:00 a.m. to 12:00 noon and 1:00 p.m. to 5:00 p.m. on Saturday.

For more information contact Cheryl McLean <[cmclean@library.dcr.state.nc.us](mailto:cmclean@library.dcr.state.nc.us)>.

## Continuing Education

### **NC LIVE**

For the first time this fall, public library labs using Gates computers hosted 8 sessions of NC LIVE workshops. The topics covered were *NC LIVE Basics*, *NC LIVE Business Resources*, and *netLibrary*. Training on the use of netLibrary was a unique cooperative venture with the North Carolina Library Association for the 54<sup>th</sup> biennial conference. *NC LIVE Medical and Health Sciences Resources* will be offered in April.

### **Continuing Education**

Public library Gates' labs were also used for some of the continuing education workshops held this fall. Subjects covered included *GPO Access to US Government Documents*, *PC Troubleshooting*, and *Website Design*. Two exciting new topics will be introduced this spring: *Legal Resources* and *Ready Reference Using NC LIVE Resources*.

### **Resource Sharing**

A new approach to training for interlibrary loan will be offered this spring. An introductory workshop will cover *The Successful Searcher* on day one and *ILL for New & Selective Users* on day two. For staff who already have experience, another workshop will be offered: *Creative Alternatives in ILL Workflow* on the first day and *ILL: Beyond the Basics* on the second day.

Announcements for all State Library-sponsored continuing education events, including NC LIVE and resource sharing, will be posted at <<http://statelibrary.dcr.state.nc.us/ce/ceopps.htm>> as soon as they are available.

Contact Jeanne Crisp <[jcrisp@library.dcr.state.nc.us](mailto:jcrisp@library.dcr.state.nc.us)> if you have any questions or suggestions.

## **Aid to Public Libraries Fund**

For FY 2001-2002, the General Assembly of North Carolina appropriated \$14,805,656 for the Aid to Public Libraries Fund, commonly referred to as State Aid. However, due to the current economic conditions in the state, there is a 4% reversion: the amount of State Aid that will be distributed to public libraries is \$14,213,430. If economic conditions improve, the possibility exists that a portion of the reversion will be distributed to those libraries qualifying for State Aid. Information on State Aid for FY2001-2002 can be found at <<http://statelibrary.dcr.state.nc.us/ld/ld.htm>>.

For more information about Aid to Public Libraries, contact Library Consultant Anne Marie Elkins <[aelkins@library.dcr.state.nc.us](mailto:aelkins@library.dcr.state.nc.us)>.

## Youth Services

### **Summer Reading**

Workshops for the 2002 Summer Reading Program, "Exercise Your Mind. . . Read!" were held on November 26 in Hickory and November 27 in Raleigh. The almost 300 librarians attending these workshops were given their first glimpse of the artwork created by award-winning artist and Wilmington resident, Virginia Wright Frierson.

## **Exercise Your Mind. . .**



## **Read!**

Youth Services Consultant Jim Rosinia and the members of the Summer Reading Committee were on hand to introduce participants to the theme of the program and to demonstrate activities included in the program manual. To give an idea of the sorts of performers available for programs, a group of twenty storytellers, magicians, and musicians donated their time to take part in a showcase. Drafts of the program materials—poster, bookmark, certificate, reading record, button, and stickers—are available online at <<http://statelibrary.dcr.state.nc.us/ld/youth/02SumRead/summer02art.htm>>. The materials will be shipped to libraries in the spring.

### **Quiz Bowl**

In October, almost 60 librarians attended Quiz Bowl workshops in Hickory and Kinston. At these workshops, Jim Rosinia and members of the Quiz Bowl Committee reviewed the sponsor manual, offered suggestions for effective public relations, and provided tips on what to do before, and on the day of, the Quiz Bowl competitions. Diskettes with the questions for the local competitions for the 2001-02 season, which may be held between December 1, 2001 and February 9, 2002, have been sent to the local coordinators. The district competitions will be held on March 23, 2002. And, once again, the State Finals will be broadcast on WUNC-TV—this time, on April 27, 2002.

For more information on Youth Services programs, contact Jim Rosinia <[jrosinia@library.dcr.state.nc.us](mailto:jrosinia@library.dcr.state.nc.us)>.



## **LINC (Log Into North Carolina)**

*Every Reference Librarian Should Have It Bookmarked*

Have you ever been asked a question like these?

- How many millionaires live in Wake County?
- How many North Carolina children under age of six live in poverty?
- How many new car registrations were there in Bladen County last year?
- How many houses use well water in Tarboro?
- How many college graduates live in Salisbury?
- How many violent crimes were reported in Buncombe County in 1982?

**LINC** <<http://linc.state.nc.us/>> has the answer.

In the late 1980s, the North Carolina State Data Center (NCSDC) developed a mainframe database of North Carolina statistical and demographic data to fulfill its mission of coordinating information generated and used by state agencies. In the past year, NCSDC staff have migrated this in-depth database to the Internet to make it more widely accessible. The State Library's Information Services Branch cooperates with NCSDC to help state employees and others use this resource by conducting training sessions and creating and disseminating materials describing LINC's multiple capabilities.

LINC contains historical data and projections from 1960 to 2020 in these topic areas:

- Census 2000 (separate sub-section of the database, Census Lookup)
- Population and Housing
- Vital Statistics and Health
- Social and Human Services
- Environment, Recreation, and Resources
- Law Enforcement, Courts, and Corrections
- Government
- Employment and Income
- Business and Industry
- Agriculture
- Transportation, and
- Energy and Utilities.

A user may choose to assemble a custom report with selected data items for one or more geographic areas. Geographic areas covered include the state, counties,

municipalities, townships, census tracts, census block groups, and census blocks. Pre-formatted topic reports for the state and counties are also available. Definitions and context-specific help screens are built into the structure of the database for ease of use, and new data is continually being incorporated.

To request training or a basic worksheet describing LINC in more detail, contact Michele Hayslett at <[michele.hayslett@ncmail.net](mailto:michele.hayslett@ncmail.net)>.

## **Genealogical Services**

Kay Tillotson came on board as Genealogy Information Specialist September 10, while the end of the month saw the retirement of Genealogy Assistant Vickie Balazsi after thirty years' service with the State Library. Supervisor Pam Toms joined State Archives public services staff in presenting two Lunchtime Series sessions to Department of Cultural Resources employees on *Beginning Your Family Tree*.

For information on Genealogical Services, contact Pam Toms <[ptoms@library.dcr.state.nc.us](mailto:ptoms@library.dcr.state.nc.us)>.

## **Library for the Blind & Physically Handicapped (LBPH)**

In October 2001, 60 volunteers were honored by the Library for the Blind & Physically Handicapped for achieving milestone numbers of hours of service.

More than 80 volunteers worked a combined total of 6,489 volunteer hours last fiscal year. That amounts to 811 full DAYS of work volunteered, or more than 3 full staff time positions for the year! These volunteers repair cassette players, inspect returned cassette tapes, fold newsletters, make presentations to civic groups, staff booths at conferences--and a whole lot more. "They help all over the place," Francine Martin, head of LBPH, is quick to point out.

LBPH also corrals North Carolina authors for its volunteer program, ARROW (Authors Read and Record Original Works). In ARROW, North Carolina authors read and record their own books at LBPH's studio. These special recordings, requiring specialized playback equipment (partially for copyright reasons) are available through no other source. Some Tar Heel writers represented in the ARROW collection include Ellen Bache, Betty Adcock, Elizabeth Spencer, Bland Simpson, Michael McFee, David Foy, Shelby Stephenson, and Ruth Moose. ARROW tapes are available to LBPH registered users.

For information about services of the Library for the Blind & Physically Handicapped, contact Francine Martin <[fmartin@library.dcr.state.nc.us](mailto:fmartin@library.dcr.state.nc.us)>.